

Central Oklahoma Workforce Investment Board's
(COWIB) Business Services

1stLook!
Business Services Model
for Delivering Services with Accountability

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What Is ***1stLook!***

- COWIB's response to WIOA
- Embraces State Workforce System partner services and COWIB-provided services with Employer and Jobseeker needs
- 1 customer + 1 client = 1 goal accomplished!
- All participants have responsibilities to the process

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June 2015 marked the official launch of COWIB's Business Services Team's ***1stLook!*** It is COWIB's response to WIOA (Workforce Innovations Opportunity Act) changes. ***1stLook!*** encompasses the full scope of the services that our team provides to participating businesses. We introduce the Central Oklahoma Workforce Investment Board and the full workforce system of economic development, education and employment services. ***1stLook!*** helps connect our businesses with qualified job candidates through OKJobMatch, FitFirstJobs®, Interview Stream and the workforce partner's resources and services. Throughout the ***1stLook!*** process we recognize that COWIB and the Business Services Team is serving two populations:

- 1) Our customers: the local businesses we serve and
- 2) Our clients: the job seekers those businesses are recruiting

With this vision, we have a single goal — successful employment.

To accomplish this, ***1stLook!*** relies on both the business and the jobseeker sharing the responsibility during the recruiting with the helping hand of our Workforce System Partners and COWIB to ensure a timely result. What you will see in this presentation is what the COWIB's Business Services Team delivers in our service area, but most of it could be replicated with your local and our Federal and state resources.

Why do we need *1stLook!* ??

- To introduce and build awareness of Workforce Investment Boards
- To make sure that the business community is aware of the vast array of services available through the State Workforce System
- To reach employers who are not aware of or are not using the State Workforce System for whatever reason

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The Central Oklahoma Workforce Investment Board's strategy in the creation of our Business Services Team is not to create more case managers or job developers working at the area One-Stop centers. Our focus from the beginning in 2006 has been to reach out to the unserved and under-served employers in our service area.

We have put the focus on building a relationship with our Business Partners and becoming their go-to team for connecting with the workforce services that they need to become more successful and that they have not usually known about.

We quickly learned that most businesses have never heard of a WIB and very few knew about most of the services available to them through the State Workforce System service partners. Many of these employers did not know about the Oklahoma Employment Security Commission (OESC) and too many of them who were familiar with it refused to use the state system because

1. They felt that the system is optimized for jobseekers, not businesses
2. Many found it cumbersome to try to do successful candidate searches
3. Major problems with lack of communication
4. Those who were using the system or had tried it found that there were too many mismatches

2006 through mid-2015, under WIA, this has been the scope of COWIB's Business Services Team—businesses. We rarely spoke or interacted with any jobseekers. With the passing of WIOA, our team focus changed somewhat. Our primary contact and interaction is still with business but now we have begun to have some interactions with job seekers when that provides a service to employers, especially when we have the opportunity to use that as a way to “bring them into the fold” of the State Workforce System.

Customer: The Employer

- New client meeting
- New Client Survey / Client One-Stop Survey
 - Introduce Workforce Boards & State Workforce System
 - Gather demographics
 - ***Listen to what the employer needs***
 - Ready to start or in the hiring process
 - Job Description review and update §678.435(b)(4)(i)
 - FitFirstJobs® pattern creation §678.435(b)(4)(iv)
 - Top InterviewStream® questions selected §678.435(b)(4)(iv)
 - InterviewStream approved
 - HotJobs posting ad approved
 - Post job opening

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Our customer is the hiring employer. We seek employers who are not currently using the State Workforce System to introduce them to the wide range of services available through the system partners. It all begins with a COWIB Business Services Consultant meeting with the employer. You will see references on the slides to the applicable sections of the proposed regs related to business services for WIOA.

1. We introduce them to the State Workforce System, its service providers (big picture) and COWIB services.
2. We then get some basic highlights and demographics about the business.
3. Then we ask questions and sit back and listen.
 1. *What is your biggest challenge as a business?*
 2. *What is your biggest challenge as an employer?* (quite often but not always the same... "Finding good employees")
 3. *Do you have any current partnerships with the workforce system partners?* (OESC/Workforce Oklahoma, career techs, chambers of commerce, etc.)
4. Based on their responses, we share information about resources that might be of assistance, such as:
 - OKJobMatch which is the premier job search site in the state of Oklahoma. It is where both employer and job seeker information is stored. It is a searchable employment database.
 - OESC has a Talent Acquisition Team (the "TAT"), an 8-member team who assist employers in posting job openings and searching for qualified and viable job seekers.
 - Interview Stream® provides a practice platform where a jobseeker can practice and become comfortable with this media format. Then an introductory interview is taken to introduce the candidate to us ("tell me about your skills and talents"). This can also be shared with an employer.
 - HotJobs video and .pdf versions that allow the employer to promote their job openings
 - Department of Labor resources in the Employers' Tool Kit that includes O*Net, Crosswalk and Advanced Searching, and JobWriter to develop effective job descriptions.

- Promotion of the workforce system partners which include but are not limited to the Workforce local offices, educational institutions, government and service agencies, and local chambers among others, along with the services that they provide. We try to make opportunities to tell them about some of the unexpected services such as OESC's OKC Metro Employer Council.

New Client Survey

COWIB's Business Services' New Client

COMPANY: _____ CONTACT: _____ **Date** _____

ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____

INDUSTRY/PRODUCT/SERVICE: _____

Started: _____ Type: ☐ Sole Prop/Partnership ☐ Corporation ☐ HO ☐ Yes ☐ Branches ☐ Yes

FEIN # _____ Non-profit ☐ Federal Contractor ☐ Franchise ☐ Activity # _____

Minority ownership: ☐ **AAP?** ☐ Diversity # _____ Next 90 days? ☐ hiring ☐ laying off # _____ Will set: _____

Peak hiring season: _____ Downsizing strategy: _____

Background Check ☐ Drug Testing ☐ Hire Disabled ☐ Veterans Hiring ☐ Hire Ex-Offenders ☐

Benefits: Health ☐ Life ☐ Vision ☐ Dental ☐ S-T Disability ☐ L-T Disability ☐ Retirement ☐

Other: _____

Assessments used: _____ Turnover: _____ SS/turnover: _____ OKJobMatch ☐ Staffing svc ☐

BUSINESS Challenges: _____

EMPLOYER Challenges: _____

Training needed: _____

Alliance Partnerships: _____

Notes: _____

References: _____

Compliance Concerns: _____

Option mailing list ☐

New Client One-Stop Survey

WHAT IS THE OKANOMA WORKSPACE SYSTEM?

- Job Postings reaching target # of jobseekers in OK
- Assistance pre-screening for minimum requirements
- Provide specialized recruitment & screening services
- Video interviewing

TELL ME ABOUT YOUR BUSINESS

Company: _____

Address: _____

Contact: _____

Phone: _____ FEIN: _____

E-mail: _____

BSC: _____ Date: _____

Industry/Product/Service: _____

What are the main Challenges you face as a **business**?

What are the main Challenges you face as an **employee**?

EMPLOYEES: # _____ currently ☐ F/T _____ P/T _____ PROJECTIONS: ☐ hiring ☐ laying off

JOB TITLE: _____ # Positions: _____ Job Description? ☐ Yes

Season: Minimum _____ Preferred _____ Salary Range: _____

EXPERIENCE: Minimum _____ Preferred _____

EDUCATION: Minimum _____ Preferred _____

☐ O/T ☐ Work Experience Other: _____

JOB DUTIES: _____

JOB REQUIREMENTS: _____

BENEFITS: ☐ Vacation ☐ Life Ins ☐ Sick Leave ☐ Retirement/401(k) ☐ Health ☐ Dental

How to apply: _____

NOTES / COMMENTS: Entry Level? ☐ Advancement? ☐

REFERENCES: _____

JAIL	Done	JAIL	Done	JAIL	Done
<input type="checkbox"/> Job Description (1)	<input type="checkbox"/>	<input type="checkbox"/> Last Employer Report/Order	<input type="checkbox"/>	<input type="checkbox"/> JOBLINK registered	<input type="checkbox"/>
<input type="checkbox"/> TAT Job Order form (1)	<input type="checkbox"/>	<input type="checkbox"/> Wage Comparison Chart	<input type="checkbox"/>	<input type="checkbox"/> User	<input type="checkbox"/>
<input type="checkbox"/> Job Description (2)	<input type="checkbox"/>	<input type="checkbox"/> WOTC info & contact	<input type="checkbox"/>	<input type="checkbox"/> Password _____	<input type="checkbox"/>
<input type="checkbox"/> TAT Job Order form (2)	<input type="checkbox"/>	<input type="checkbox"/> Federal Bonding info & contact	<input type="checkbox"/>	<input type="checkbox"/> OKJOBMATCH registered	<input type="checkbox"/>
<input type="checkbox"/> Job Description (3)	<input type="checkbox"/>	<input type="checkbox"/> Temporary/Seasonal Law Poster	<input type="checkbox"/>	<input type="checkbox"/> User	<input type="checkbox"/>
<input type="checkbox"/> TAT Job Order form (3)	<input type="checkbox"/>	<input type="checkbox"/> Metro EEO Council info / register	<input type="checkbox"/>	<input type="checkbox"/> Password _____	<input type="checkbox"/>
		<input type="checkbox"/> Video Interview info / assistance			

We have two forms we use during our employer meetings...

- We begin with the COWIB's Business Services New Client Survey. This one gathers more demographics and has a wider range of "other" services in a checkmark listing—we have made this fairly comprehensive with lots of checkmarks so that we can just check a box and not spend a lot of time writing—it makes us better listeners.
 - One pair of questions that we added early in the development of this form was whether they are currently using OKJobMatch and if they are using a **staffing agency**. We found it very enlightening that many employers who would not use the OKJobMatch system for job posting are paying high dollars to a staffing agency that **does** find jobseekers in the system by posting their blind job listings for free in our system! So the system is still providing the workers, saving staffing agencies big money in recruiting and they are "getting the glory." More on that later....
- When an employer identifies that they are currently ready to hire, then we can pull out the form we refer to as the One-Stop or job posting Survey... this gathers some specific items needed to post a job in the system (such as Federal ID Number, pay range, work schedule, etc.).
 - If the employer says "I prefer not to work with the system but you can help me" then we gather the same information and we post the job as a blind ad that we can match against with 1stLook! as the employer with our contact information.

FitFirstJobs® Employer Reports

- The Fit Summary *How is the candidate likely to:*
 - Approach their work?
 - Behave as an individual?
 - Interact with others?
 - Weather challenge & adversity (deal with stress)
- Job Fit Report 25 behavior measures
- Interview Guide
- Customizable Applicant Tracking System §678.435 (b)(2)

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- COWIB-provided FitFirstJobs®. This is an assessment that measures a person's thinking and reasoning styles, occupational interest and behavioral traits against a custom business bench mark. The FitFirstJobs program provides a number of reports to assist employers and job candidates and new hires in building a strong working relationship that leads to satisfaction and long-term employment:
 - The Job Fit Report gives insights on how a candidate might be expected to function as compared to the optimal actions for the position at this employer's place of business
 - The Interview Guide provides behavior-based interview questions
 - A Succession Planning Report is also available for cross-training and future promotions by comparing the candidate/employee to the employer's other benchmark positions.

Job Posting Opportunities

- State Workforce System job postings
- FitFirstJobs system postings
- COWIB's HotJobs ad in digital or .pdf formats
- List of posting opportunities with other system providers

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Often one of the first items mentioned by employers as an employer challenge is posting their jobs to find good quality candidates. When this discussion is opened, we have a variety of opportunities for them:

- Our first recommendation is the OKJobMatch system. We point out that it is the largest database of jobseekers in the state of Oklahoma
- If the employer elects to use COWIB's FitFirstJobs system, the job is automatically posted there once their custom patterns have been created
- COWIB also provides our HotJobs ad in a scrolling digital presentation or in a .pdf format to jobseekers
- The Business Services Team also keeps an updated list of all the other locations for job posting in the State Workforce System

COWIB's HotJobs Employer Promotion



Become a part of the World's Foremost Outfitter team! At Cabela's we passionately serve people who enjoy the outdoor lifestyle by delivering innovation, quality and value in our products and service. Live...Dream... Work the Adventure!

Cabela's is an Equal Opportunity Employer (EOE) and we seek to create an inclusive workplace that embraces diverse backgrounds, life experiences and perspectives.

Positions currently available: Please go to www.cabelas.jobs and search for requisition number 21610BR to apply today!

Retail Manager – Cabela's has an openings for Retail Managers for our new Oklahoma City, OK retail store. Areas include; Hardlines, Softlines, Operations, Marketing, Asset Protection, etc.

This is an example of a HotJobs posting. It will have the employer's logo, a brief description about the company, listing of any positions open and how to apply for the job.

COWIB's HotJobs Employer Promotion



At Valir Health, we are a comprehensive healthcare organization specializing in a full range of medical services. Based in Oklahoma, Valir Health provides uncompromised service to each patient and client we serve. From inpatient and outpatient rehabilitation to billing, hospice care and PACE services, Valir Health offers a complete continuum of care that ensures patients are treated in the right place, at the right time, with the right care.

Positions currently available: to apply please visit <http://valirhealth.com/Jobs.aspx>

Homemaker – Responsible for maintaining a clean, sanitary, and safe environment in participant homes performing activities as directed by the Home Care Coordinator and plan of care. Minimum 1 year experience working with frail, elderly population. Must exhibit caring attitude towards patients and families. Must be mature and able to cope with the demands of the job. It is essential that the job candidate is able to speak, hear and read English; able to discern temperature, texture, size and shape. Exceptional attendance is a requirement in order to fulfill role expectations.

Some businesses share about the company and their services and others take this opportunity to sell to candidates why they would want to work for the company.

Job Posting Opportunities List

Job Postings opportunities

When you do have job openings available, you have many options including numerous that are at no cost to you. Some of these may not be specific to your location but all post jobs for jobseekers in our service area (and for some, beyond our area):

- a. Oklahoma Employment Security Commission (OESC)
 - i. OKJobMatch.com at <https://www.okjobmatch.com/> self-registering and self-search for candidates
 - ii. OESC's Talent Acquisition Team job posting (form has contact information at the top)
 1. Form: [1 Job Order Form – OKCTalent Acquisition Team.docx](#)
2. COWIB's FitFirstJobs.com job posting at <https://www.FitFirstJobs.com> (no charge) must have a position created—be sure to make the position status "Active"
- a. Areaschools (Career Techs and colleges & universities) all have Career and Employment services:
 - i. Eastern OK County Technology Center: Vickey Davies
 - ii. Francis Tuttle Technology Center: <http://collegecentral.com/francistuttle/Employer.cfm>
 - iii. Gordon Cooper Technology Center: Mr. Tracy Farley
 - iv. Metro Tech Technology Centers: Aaron Walker or <http://www.collegecentral.com/metrotech/Student.cfm>
 - v. Moore-Norman Technology Centers: Tina Fitzgerald or <http://www.mntc.edu/employmentservices>
 - vi. OKC Community College: Debra Vaughn or <http://www.collegecentral.com/occc/>
 - vii. OSU-OKC:
 1. Current students: Dan Mokris or <http://www.collegecentral.com/osuokc/>
 2. Hire graduates: Alicia Jackson or <http://www.hireosugrads.com/>
 - viii. OU/Norman:
 1. Current students, part-time, local location close to Norman campus: Casey Bingham or <http://hr.ou.edu/employment/ilp/peopleadmin/default.asp>
 2. Graduates or full-time positions, off campus: Betsy Bishop or Robin Huston or www.hireSooner.com

Vickey Davies

Eastern Oklahoma County Technology ...
Career Services

(405) 390-5331 Work
VDavies@EOCTech.edu
4601 N Choctaw Rd
Choctaw, OK 73020
www.eoctech.edu

Tracy Farley

Gordon Cooper Technology Center
Career Services

(405) 273-7493 X 2313 Work
TracyF@GCTech.edu
1 John C. Bruton Blvd
Shawnee, OK 74804

Aaron Walker

Metro Tech Technology Centers
New Job Placement

(405) 595-4804 Work
Aaron.Walker@MetroTech.edu
Students Services Center
1900 Springlake Dr.
Oklahoma City, OK 73111-5238
<http://www.collegecentral.com/metrotech/>

The COWIB's Business Services team consolidated into one list all of the State Workforce System partners who provide an opportunity for employers to post their job openings at no cost. We are showing you this for an idea of the scope of opportunities. This list is just the opportunities in our 4-county service area and is limited to our "official" service partners. We update the contact information and links regularly and this is very popular with our employers. You can download our Job Posting Opportunities List just to spark ideas of similar resources in your area. If you have the opportunity, you could also expand the list into the many non-profits in your area who provide or are looking for work opportunities for their clients. We send this list out digitally so that the website hyperlinks are all active and the email includes pictures of their v-cards as a convenience to them.

We have included a copy of our Job Posting Opportunities listing for our area in the downloadable resources. You are welcome to use this as ideas of resources that might be available in your area. You can also include local non-profit organizations who work with placement of jobseekers.

Client: The Job Candidate

- Search in the OKJobMatch system database for skills match
- Contact candidate to confirm interest
- Upon response, direct to FitFirstJobs assessment
- Inform about Work Ready Boot Camp
- Practice with video interview practice platform
- Send candidate InterviewStream Link

Candidate may self-refer for public job postings and HotJobs

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Business Services' second client is the job candidate or job seeker. The focus is to provide the individual with the tools and access to resources that will enhance their job search by guiding them to a successful job match.

- We search the OKJobMatch site for qualifying jobseekers against the job posting that has been done as the employer or with COWIB **1stLook!** as the employer
- We search the FitFirstJobs assessment database for additional jobseekers
- We contact the jobseekers with information about the job opening
 - First step: confirm they are still actively seeking job opportunities and their interest level for current position.
 - If they are interested, we direct them to register with OKJobMatch if they have not done so and to make sure that all information is still correct and current—they can do this while they wait for our response. **If they do not register in OKJobMatch, they do not get a referral to the employer through the 1stLook! program.**
 - We also recommend they complete and/or update their FitFirstJobs survey information including work experience and education
 - We also recommend that they complete the hard skills self-identification of skill levels
- Jobseeker expresses interest – this moves them into “CANDIDATE” status for us
- Jobseeker is sent specific information on the employer’s application process for the position
 - We recommend that our candidates use the virtual interview program and send a link to the practice platform with a very basic pre-screen interview which we encourage them to complete. The video interview gives them an opportunity to see how they look and present themselves in an interview
 - We use the video interview to help ensure that the candidate is interview ready. If they do not appear to be, then we refer them back to their case manager for additional assistance.

- The One-Stop has a wide range of resources available to jobseekers that we refer to as Work-Ready Boot Camp.

WRBC : SMART WORK ETHICS

WORKFORCE EMPLOYABILITY SKILLS

§678.435 (c)(3)



Effective Steps to Personal Responsibility in the Workplace

COURSE OUTLINE

Class 1 - Smart Communication Skills

- A. Interactive Assessment
- B. Strengths
- C. Stressors
- D. Understanding Diversity

Class 2 - Attitude/Good Work Ethic

- A. Attitude is a Choice
- B. Attitude and Work Ethic
- C. Attendance/Punctuality
- D. Dependability
- E. Responsibility

Class 3 - The Power of Your Image

- A. How and What Appearance Communicates
- B. Understanding Dress Codes
- C. The Details that Perfect the Image
- D. Dress and Professionalism
- E. Nails/Hands
- F. Cologne
- G. Hygiene/Grooming

Class 4 - Interpersonal Communication Skills

- A. Telephone Etiquette
- B. Facial Expression
- C. Tone of Voice
- D. Listening
- E. Giving/Following Directions
- F. Body Language

Class 5 - Cognitive Skills

- A. Problem Solving
- B. Critical Thinking, Reasoning
- C. Creative Thinking
- D. Resourcefulness

Class 6 - Organizational Skills

- A. Goal Setting
- B. Time Management

Class 7 - Personal Life Skills

- A. Emotional Intelligence
- B. Self Management

Class 8 - When Life Gives You a Job

- A. Jobs that enhance strengths
- B. Job satisfaction

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SmartWorkEthics is a certificate program sponsored by COWIB and endorsed by the Oklahoma HR State Council and some of the state SHRM chapters. The Sooner HR Society of Norman won the national SHRM Pinnacle Award in November 2013 for their Smart Work Ethics project facilitating course modules at our One-Stop centers. The focus is on student involved behavior modification to teach the soft skills that so many jobseekers and employees lack. This course outline is available for download. The certificate received is not for attendance but must be earned by demonstrating that they have acquired the program skills.

WRBC: WOTC Form Pre-Filled

§678.435 (c)(6)

Form 8850 (Rev. March 2015) Department of the Treasury Internal Revenue Service	Pre-Screening Notice and Certification Request for the Work Opportunity Credit Information about Form 8850 and its separate instructions is at www.irs.gov/form8850 .	OMB No. 1545-1500
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Job applicant: Fill in the lines below and check any boxes that apply. Complete only this side.

Your name Social security number

Street address where you live

City or town, state, and ZIP code

County Telephone number

If you are under age 40, enter your date of birth (month, day, year)

1 ☐ Check here if you received a conditional certification from the state workforce agency (SWA) or a participating local agency for the work opportunity credit.

2 ☐ Check here if any of the following statements apply to you.

- I am a member of a family that has received assistance from Temporary Assistance for Needy Families (TANF) for any 9 months during the past 18 months.
- I am a veteran and a member of a family that received Supplemental Nutrition Assistance Program (SNAP) benefits (food stamps) for at least a 3-month period during the past 15 months.
- I was referred here by a rehabilitation agency approved by the state, an employment network under the Ticket to Work program, or the Department of Veterans Affairs.
- I am at least age 18 but not age 40 or older and I am a member of a family that:
 - a. Received SNAP benefits (food stamps) for the past 6 months; or
 - b. Received SNAP benefits (food stamps) for at least 3 of the past 5 months, but is no longer eligible to receive them.
- During the past year, I was convicted of a felony or released from prison for a felony.
- I received supplemental security income (SSI) benefits for any month ending during the past 60 days.
- I am a veteran and I was unemployed for a period or periods totaling at least 4 weeks but less than 6 months during the past year.

3 ☐ Check here if you are a veteran and you were unemployed for a period or periods totaling at least 6 months during the past year.

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COWIB's Business Services Consultants encourage case managers to be familiar with the federal Work Opportunity Tax Credit. If a jobseeker might be a qualifying hire for an employer, it is to their advantage to carry a pre-filled IRS form 8850 with them. If a hiring selection comes down to two equally-qualified candidates, letting an employer know they might be able to earn up to a \$2,400 tax credit is certainly a detail that might move the hire decision in their favor. If the candidate is a disabled veteran the potential tax credit is even more.

We have included our flyer with the OESC contacts who coordinate the program in Oklahoma and has been updated for the changes that were made this month. You are welcome to use this flyer if you wish. A candidate could carry it with them in case the employer does not know about the program.

WRBC: CareerOneStop Job Search

Job Search at a Glance

Plan your job search

- Create a job search plan
- Research employers
- Research salaries
- Online job search
- What's in demand?
- Inquiry letters
- Inquiry letters sample

Resumes and applications

- Resumes
- Cover letters
- Cover letters sample
- Job applications
- Online applications
- Portfolios
- Work samples
- References

Networking

- Why network?
- Your elevator speech
- Make a list of contacts
- Informational interviews
- Contact potential employers
- Maintain your network
- Take your network online

Interview and negotiate

- Get interview ready
- Types of interviews
- Interview tips
- Common interview questions
- Thank-you notes
- Negotiate your salary
- Is this offer right?

Find jobs

- What are job banks?
- State job banks
- Employment agencies
- Military options
- Job fairs

Job search tips

- Not getting results?
- Background checks
- Relocate
- Your online image
- Job search checklist

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As part of getting ready for and doing a successful job search, the US Department of Labor's O*Net provides outstanding jobseeker resources. Even if your One-Stop does not have the facilities or resources to provide work-ready training classes, sharing information about this resource can be of great assistance to serious jobseekers.

- The old saying is to "plan your work and work your plan" but most jobseekers never think of looking for a job as work. This gives some great assistance in making an organized plan for successful job search.
- There are Resume and Application resources and samples.
- Tips for preparing for and surviving interviews
- Even a Job Search Checklist is available.

This can be part of a facilitated Job Search training or the candidate can use this resource independently..

Work Ready Boot Camp

- SmartWorkEthics
- WOTC pre-filled form
- CareerOneStop Job Search tools
- Resume assistance
- Interview guidance and mock interviews
- Computer Lab
- Career Exploration
- Hiring events and job fairs
- Local service opportunities

§678.435 (b)(3)

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In addition to those services, what we refer to as the Work-Ready Boot Camp includes services integrated into our One-Stop, such as:

- Resume writing and review assistance
- Guidance for successful interviews
 - Partner with local HR societies to have actual HR staff conduct mock interviews
- Computer labs for job search, online applications, etc.
- Case managers assistance for career exploration
- Hiring events or area-wide job fairs
- Some of the One-Stop service providers may provide opportunities such as online training programs.

These are some of the services and opportunities that we provide for jobseekers... building partnerships with local businesses and service agencies, maybe even trade organizations, can help expand assistance to job seekers and ultimately to businesses when we have candidates with stronger, documented skills who will find the right fit of skills and culture that leads to stable employment.

WRBC: FitFirstJobs Candidate Portal

Fit First Jobs Welcome [Return](#) [Logout](#)

Sally Sample **Current Status: Active Job Seeker**

Your Profile

- ✓ About You
- ✓ Work Experience
ABC Company
123 Go For It Action
- ✓ Education/Certificates
Downtown high school
- Resume/Attachments
- ✓ Your Skills

Resources

- Download Your Individual Report
- Download Your Career Planner
- [Find A Job](#)
- Use A Job Code

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The FitFirstJobs candidate portal offers many opportunities for jobseekers. For those in the COWIB service area, completing the Work Experience, Education and Skills sections makes information available to system employers who are searching for qualified candidates. Each jobseeker who completes the TalentSorter assessment through the FitFirstJobs system receives an Individual Report that feature the jobseeker's **signature traits** which can be used for a Strengths section on resumes, customizing cover letters and for discussion during interviews by selecting traits that are more likely to be appropriate for the target job opening.

The Career Planner report gives information on jobs and careers that other candidates with similar behavior traits have been successful at. It also gives valuable information on career research and questions to ask during career research and during job opening research.

Samples of the Individual Report and the Career Planner are both available in the download materials

FOR THOSE WHO ARE NOT IN THE COWIB SERVICE AREA AND WORKING WITH JOBSEEKERS: TalentSorter would be happy to talk to you about a trial opportunity to find out if the use of the TalentSorter assessment and reports would be a good and valuable service for your clients. If you would like to contact them, please contact

Mike Hopkins, President
Mike Hopkins Associates, LLC
(254) 537-1228 or (mobile) (254) 717-4003
Mike@MikeHopkinsAssociates.com

COWIB Business Services

- Professional Development Lab

At COWIB we have a playbook of services for our employers that we refer to as our Professional Development Lab.

PDL: Professional Development Workshops



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COWIB Business Services provides professional development seminars and workshops such as

- the Relational Development Workshop we recently hosted
- Supervisor training
- "HR Memos to Managers"
- John Maxwell's Impact® leadership series

PDL: Job Descriptions

§678.435 (b)(4)(i)

Writing Job Descriptions using US DOL's JobWriter

The first step that you need to take to begin the hiring process for a position is to have a clear list of tasks the employee(s) will be doing, skills, knowledge and abilities that they will need to accomplish the job. The clearest way to do this is to have a solid written job description. This has the added benefits of both you and your candidates knowing what you are looking for and your employee(s) knowing exactly what is expected of them. **NOTE:** There are some capabilities within O*Net for writing job descriptions but JobWriter picks up the same data and is generally more user-friendly and results in a more professional job description document.

O*Net is the US Dept. of Labor's Occupational Network... they compile information about jobs annually and it creates a "national" job information database for each recognized job title/SOC code. Sometimes the challenge is finding out what they call a job and sometimes it is that your job is somewhere in between two of theirs. Choose whichever is the closest to describing the bulk of your work. You may need to choose a primary code and pick up some tasks, etc., from other job codes.

US Dept. of Labor's O*Net site (Occupational Network): <http://www.onetonline.org>
 JobWriter: <http://www.careerinfonet.org/jobwriter/default.aspx>
 US DOL's Employer Toolkit guide is (2Mg): http://www.onetcenter.org/dl_files/Toolkit/Toolkit_screen.pdf

Go to JobWriter (link above). Enter the SOC code in the box at the top of the **pale blue** section "Enter an Occupation." Under "Location," select "Oklahoma" in the drop-down box; "Search." All of the information in O*Net for the job title that you selected will be populated on screen.

- Purpose—the broad statement of the job description
- Education and Experience
 - Be sure to differentiate between a minimum education requirement and a preferred level of education
 - The program self-populates with a list of standard certifications and licenses for the SOC code and there is also a "Certification Finder" and a "License Finder" to identify others you may be looking for
- Knowledge
- Skills Skills marked with an asterisk (*) are considered important for this occupation
- Work Context
- Tasks
- Activities
- Tools & Technology

You can now get your job description. You do have the option to edit online but it easier to edit as a Word document. Using the **browser** scroll bar on the far right of the screen, scroll down to and click on "Review & Download Final Job Description." It gives you your final draft to review—scroll to the bottom and in the "Download" box, select **Word**.

BEFORE you begin to edit anything, select "File" "Save As". BE SURE TO CHANGE THE FILE TYPE TO

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The COWIB Business Services Consultants make sure that employers are aware of the differences between a Job ad and a Job Description.

We make sure that they are aware of the US Department of Labor's O*Net system including the Employer Tool Kit.

This Toolkit includes the **JobWriter** program which we feature. We have a one-page guide on the creation of a comprehensive job description using JobWriter—this is available as a download.

PDL: HR Services & Consultation

§678.435 (b)(4)(vi)

HR-ALPHABET SOUP: Acronyms with Sources			
Federal	Other: Military	Other: Disabilities	Other: Misc.
Federal Resources			
ACA – Affordable Care Act – US DHHS's "Read the Law": http://www.hhs.gov/healthcare/rights/law/			
ACA Fact Sheets – posted by US DHHS: http://www.hhs.gov/healthcare/facts/factsheets/			
ACA FAQs – posted by US DOL EBSA: http://www.dol.gov/ebsa/facts/main.html			
ADA – American with Disabilities Act (US Dept of Labor): http://www.dol.gov/topic/disability/ada.htm			
ADAAA – ADA Amendments Act (US Dept of Labor): http://www.dol.gov/ofccp/regs/compliance/ca_adaaa.htm			
Affordable Care Act - Law: Health Care & Education Affordability Reconciliation Act of 2010: http://www.dol.gov/arh/welcome.html			
ARB – US DOL ARB – Administrative Review Board: http://www.usarb.org/			
BLS – US Business Leadership Network: http://www.bls.gov/			
BLS – US DOL's Bureau of Labor Statistics: http://www.dol.gov/btl/welcome.html			
BRB – US DOL BRB - Benefits Review Board: http://www.careeronestop.org/Audience/Businesses/Businesses.aspx			
CareerOneStop - US Dept of Labor Business Toolkit: http://www.dol.gov/ctbnp/			
CFBPNP – US DOL Center for Faith-Based & Neighborhood Partnerships: http://www.consumerfinance.gov/			
CFPT - Consumer Financial Protection Bureau: http://www.consumerfinance.gov/guidance			
CFPT Office of Regulations – Consumer Financial Protection Bureau regulations and guidance: http://www.dol.gov/topic/health-plans/cobra.htm			
COBRA - Consolidated Omnibus Budget Reconciliation Act (Continuation of Health coverage) (US Dept of Labor): http://www.dol.gov/topic/health-plans/cobra.htm			

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HR Alphabet Soup is one of our most popular handouts for even the most experienced HR professionals. It is HR acronyms, what they stand for and the official resource link—this is available as a download in a MS Word document that can be edited if you would like to use it also. The version that we distribute is in a .pdf format. The resources include sections of Federal and Oklahoma services with links and a section with links to services in our four counties plus sections for hiring and working with Military and people with disability which expands it to nine pages.

Some of our other Professional Development Labs services include:

- HR Consulting
- I-9 Administrator training and Certified I-9 Audits
- ACA/Healthcare Reform consulting by a Certified Healthcare Reform Specialist.
- Employee Retention studies

COWIB Business Services

- Professional Development Lab
- FitFirstJobs® pattern development
- Creates InterviewStream
- HotJobs posting ad development
- Post job opening on FitFirstJobs, HotJobs and provide job posting opportunities resource list
- Confirm job seeker's knowledge, skills and abilities (KSA's) match with job requirements

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COWIB's Business Services Consultants work with employers to:

- Assist in the creation of the FitFirstJobs benchmark pattern(s). The use of FitFirstJobs helps to identify what the company culture is and how the company's and the job candidate's behaviors fit each other.
- COWIB's InterviewStream provides an opportunity for jobseekers to introduce themselves and employers have the opportunity to create a **1stLook!** interview with basic questions.

COWIB Business Services

- Contact qualifying candidates to confirm they are work- and interview-ready
- Send Candidate resume, FitFirstJobs® Job Fit Report and InterviewStream recording to employer
- Send instructions on how to apply to the candidate
- Send referral information to the One-Stop for candidate follow-up

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After the jobseeker has expressed interest in the job opening, the Business Services Consultant proceeds with second contact:

- If found in the State Workforce System, we direct them to FitFirstJobs for assessment
- If found in FitFirstJobs system, we direct them to register in the State Workforce System.
 - At this point job seekers will have access to search OKJobMatch, FitFirstJobs database and view the current COWIB HotJobs either by visiting each website individually or on the COWIB website.
- As part of our response template, we send information on some of the resources available at our local One-Stops and through the State Workforce System—Work-Ready Boot Camp—with links and/or contact information.
- At the One-Stops the jobseeker also has the option of utilizing the practice platform for InterviewStream in addition to being able to submit a video interview for current job openings that have InterviewStream interviews on file and active.
- It is important to point out that at any point in this process the jobseeker has the option of self-referring to any currently available job openings.

Tracking: Business

Business Services Organization Information

Company ID: **&ETCG001** Info Updated: **4/1/2015** ☐ INACTIVE New Business Print Form Save

Company Name: **& Etc. Gift & Craft Shop** Introduction: **3/5/2015** **New Client:** **3/10/2015**

Street Address: **123 Any Street** Company Phone: **405-555-1234** BSR: **WI**

PO Box Address: **(If zip is different, enter in parenthesis)** Company Fax: **405-555-6789**

Zip Code: **73104** Zip4: City: **Oklahoma City** State: **OK** County: **Oklahoma**

Website Address: Employer FEIN:

Industry 1: **Retail Trade** Industry 2: **gift shop & craft classes** # of Empl: **5**

Disability-Friendly Employer

☒ Disability ownership ☒ Disability hiring ☒ Disability-friendly environment

On a case-by-case basis will consider hiring:

☒ Ex-Offender ☒ Veteran hiring

☐ Federal Contractor ☐ Veteran Ownership ☐ AAP ☒ Minority-Owned (certified) ☐ Minority Ownership/Control

Would be willing to consider providing the following career opportunities:

☐ Job Shadowing ☒ Internship or OJT program ☐ Mentorship

☐ Work Experience Opp ☒ Career Info

Origins of 1st Contact: **sample employer**

Comments:

Account Notes (INTERNAL USE ONLY -- CONFIDENTIAL)

Staffing Agency

TalentSorter Info

☐ TalentSorter Registered ☐ TalentSorter Active User

Reg Date:

Patterns:

Employer code:

OK JobMatch system Date:

OK JobMatch Registration Active: ☐

HISTORICAL DATA

JobFit Information

☐ JF Registered **ACTIVE**

Date Registered:

JF Total Patterns:

☐ OJT Business List

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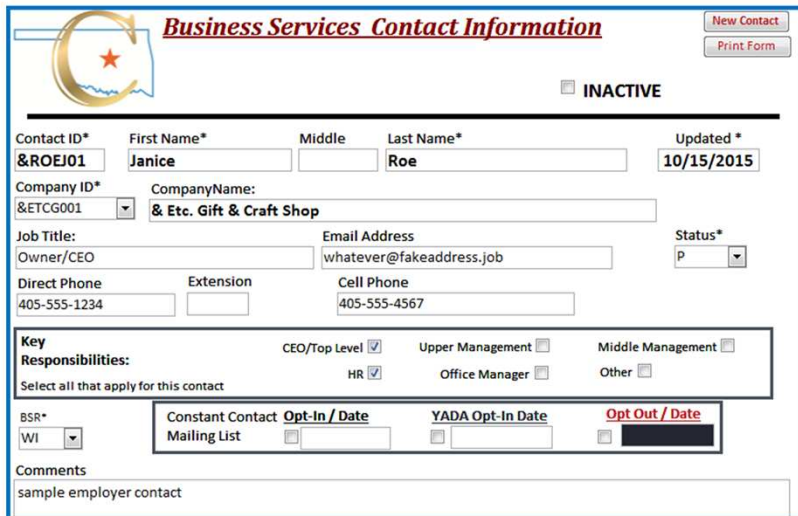
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Tracking the Business Services contacts and interactions is a key part of our accountability. We have a custom database for Business Services. This is an example of the listing for each business we work with...

You will see that we have a wide range of data we track; there are very few businesses that we would have all this information for but as we work with them and learn, we update the information to keep it as current as possible. While each business has a Business Services Consultant linked to them, that is usually the first one to meet with the business. It may change over time, depending on what services are needed and provided. We absolutely work as a team; while each of us has areas that we are more familiar with and usually take the lead on, we meet regularly to share information and work together to provide the best service possible. Keeping our latest information updated in the database is important so that any of us can pick up the phone and be able to answer a service request without having to have the employer spend a lot of time to bring us up to speed.

Tracking: Business Contacts



Business Services Contact Information

☐ INACTIVE

Contact ID*
 First Name*
 Middle
 Last Name*
 Updated *

Company ID*
 CompanyName:

Job Title:
 Email Address
 Status*

Direct Phone
 Extension
 Cell Phone

Key Responsibilities:
 CEO/Top Level ☒
 Upper Management ☐
 Middle Management ☐
 HR ☒
 Office Manager ☐
 Other ☐

Select all that apply for this contact

BSR*
 Constant Contact ☐
 Opt-In / Date
 YADA Opt-In Date
 Opt Out / Date

Comments

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Linked to each business is one or more contacts we work with... again, "assigned" but not limited to a Consultant

Tracking: Business Survey

Business Services Business Survey Report

Survey # **34** New Survey Print Form

For related Activity, see Survey Date Survey Type Company ID Contact ID BSR
Record #: **4321** **3/10/2015** **New Client** **&ETCG001** **&ROEJ01** **WI**

Company Name: **& Etc. Gift & Craft Shop** Survey Contact: **Janice Roe** Save

TYPE OF ENTITY: ☒ Business ☐ Non-Profit ☐ Corporation ☐ w/Branches ☐ Year Started: **2015** ☒ **Staffing Agency** ☐ Federal Contractor ☐ AAP

☐ Civic Org ☐ Training Inst ☐ Government ☐ Corp HQ ☐ Branch

Notes:
(This is a sample company. Notes would be made about hiring practices and/or preferences. This sample company started at beginning of the year and is growing. They have some employees but during conversation we learned that they are not aware of many of the government-required compliance issues. They do not have a trained HR professional so COWI/B's Business Services Team will become a key resource for them on compliance information, training resources for management and for employees. If they have any relationships currently with any of the State Workforce System service partners, we will actively work to support and reinforce those relationships.) The prefer to hire staff that work with arts and crafts and ideally would be able and willing to teach some classes in their education rooms.

Product or Service:
Gift shop with focus on handmade gifts; they offer crafting materials for sale and classes in their education rooms.

EMPLOYEE DATA
of Empl: **5** **90 Day Projections** Skill sets needed: Retail sales and crafting skills; prefer ability to teach their crafts
Hiring: **2** Lay offs:
Turnover Data: Rate: Cost per: Current Assessments:
Peak Hiring Season: year round
Wkfrct Reduction Strategy:

EMPLOYEE BENEFITS AVAILABLE:
Health ins ☒ Life ins ☐ Dental ☐ Other Benefits:
Vision ☐ IRA / 401(k) etc ☐

Ownership: ☒ Minority-Owned ☒ Minority Owners ☐ Veteran Owner ☐ Disabled owner
☒ Disability-Friendly Employer ☐ Disability-friendly environment ☐ Disability hiring

Mailing List
Newsletter Opt-In ☒ 3/10/2015
YADA HR Opt-In ☐

On a case-by-case basis will consider hiring:
☒ Ex-Offender ☒ Veteran hiring
Would be willing to consider providing the following career opportunities:
☐ Job Shadowing ☒ Internship or OJT
☒ Career Consultant ☐ Mentorship
☐ Work Experience Opp ☒ Career info

Other Survey Description:
Other Survey Results/Comments:

Constant Contact Survey Name
Constant Contact Survey Results/Comments

Business Challenges: New so marketing on a shoestring budget to build awareness
Training Needed: HR and Federal & State compliance for employers
Alliance Partnerships: local career tech

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We record information gathered during our meetings in our Business Survey form. This is just more information and background, not the action information. If we have later meetings that supply a lot of information (new or updates) we can also use this form for recording information.

Tracking: Workforce Plans

- Recruiting
- Retention
- Job Posting
- Training
- Disability Employment
- Re-Entry Employment
- Youth Program
- Economic Development
- Business Development
- Marketing
- Compliance
- HR Consulting
- 1stLook

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Business Services Workforce Plans

Workforce Plan # 120 Company ID: #ETCG001 Contact ID: &ROEJ01 Activity Date: 3/10/2015 BSR: WI

Client Contact Name: Janice Roe

Workforce Plans: 5

Completed

MEMO / NOTE / COMMENTS: (Required) ☒ Response to Service Inquiry

Create 1stLook TalentSorter pattern;

1stLook Referral Plan - A#:

90 Days / Beyond / Engagement:

Subject:

Business Development Referral ☐

Business/Industry List (Education) ☐

Employment Law Poster (OESC) ☐

Federal Bond Program ☐

InterviewStream Info/Asst ☐

InterviewStream Employer Interviews ☐

InterviewStream Employer Recording ☐

TalentSorter: new pattern(s) ☐

TalentSorter: Assistance, QA, etc. ☐

TalentSorter: Training ☐

Jobseeker Referrals ☐

Job Posting List ☐

Military Hiring Assistance ☐

OJT Referral ☐

OK Job Match Referral ☐

OKJM: Job Post TAT form ☐

OKC Memo Employer Council ☐

One-Stop Job Post Referral ☐

O'Net Online System (USDOL) ☐

O'Net Crosswalk (USDOL) ☐

O'Net Skills walk (USDOL) ☐

OWN Link / Information ☐

Rapid Response ☐

SHRM / HR Associations and Links ☐

SmartWorkEthics ☐

Workforce Partners

☐ Chambers of Commerce

☐ Economic Dev Agencies

☐ NEDC

☐ The State Chamber

☐ Community Action Agency

☐ OCAST

☐ OK Dept of Commerce

☐ OK Dept of Health

☐ OK Dept of Human Svcs

☐ OK Dept of Labor

☐ OK Dept of Rehab Svcs

☐ OK Health Care Authority

☐ OK Offc of Disability Conc

☐ AARP Foundation

☐ COWIB

☐ OESC

☐ MEA: Bob Carter

☐ MEA: Janetta Clark

☐ MEA: Kevin Barber

☐ MEA: Mike Raymond

☐ MEA: Pat Crane

☐ MEA: Sharon Harrison

☐ Canadian Valley CT

☐ Downtown College

☐ Eastern OK CT

☐ Francis Tuttle CT

☐ Metro Tech CT

☐ Moore-Norman CT

☐ OKC Comm College

☐ OSU--OKC

☐ OU--Business

☐ Redlands

☐ Rose State

☐ UCO

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Our Workforce Plans form identifies what services are needed to help meet our client's workforce needs. As these services are delivered, the Activity number is listed next to each plan. When we started our Business Services team and tracking of activity, identifying our workforce plans consistently was one of our bigger challenges and this form has helped us bring consistency to our tracking. In addition, it has become our "To Do" list that helps us ensure that we don't drop the ball when a number of items are needed that cannot necessarily be delivered all at one time.

Tracking: Activity Report

Services categories:

- Workforce Service Partner Referrals (Alliance Referrals)
- COWIB-provided services
- Workforce System Services
- Compliance Services
- US DOL Tool Kit
- Other Services

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Business Services Activity Record

ACTIVITY ID: 4321 Company ID: &ETCG001 Contact ID: &ROEJ01 Activity Date: 3/10/2015 BSR: WI WID: 120

Client Contact Name: Janice Roe

Survey #34. Janice was referred to Business Services Team by her networking group. She is a new employer who is not informed about compliance issues. Needs to do some hiring and is going to use the 1stLook! Recruiting service. Completed JF forms for 1stlook! pattern for sales/craft instructor. Sent job posting referrals to Workforce Service Partners; assisted with job description information & basics. Sent: JobWriter Guide, HR Alphabet Soup, OKM referrals & forms, links for OKC Metro Employer Council and employment law webinars, Employment Law Posters information... OESC's Wage comparison chart and What Employers Want posters, OWN for prevailing wage data, WOTC information

BUSINESS CONNECTIONS

ALLIANCE REFERRALS

VALUE-ADDED SERVICES / REFERRALS

Workforce System Services

US DOL Business Toolkit

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The Business Services Activity Report is our tracking form for most of our services and ties our activity together. This is a key to our accountability. We have grouped our services by categories:

- Our Workforce Service Partner Referral (we refer to them as "Alliance Referrals")--#1 priority
- COWIB-provided services
- State Workforce System Services
- Compliance Services
- US DOL Business Tool Kit
- Other Miscellaneous services and referrals, including business-to-business referrals

Tracking: Special Projects

- Disability Employment
- Re-entry Employment
- Youth Employment
- Summer Youth Work Experience
- Ophthalmic Tech Project
- HotJobs Project
- Employer Advisory Boards
- Professional Development Labs

Business Services Special Projects

PROJECT# 471 Company ID: &ETCG001 Contact ID: &ROEJ01 Activity Date: 3/10/2015 BSR: WI

Client Contact Name: Janice Roe

MEMO / NOTES / COMMENTS: Inquired

Response to Service Inquiry

Sent employer logo, company information & how to apply information to Julian to create a draft HotJobs ad

☒ Meeting ☐ Voice Mail ☐ Group Training ☐ Phone Conv. ☐ Teleconference ☐ Seminar ☐ E-mail message ☐ Webinar ☐ Social Media ☐ Conversation ☐ 1-on-1 Training ☐ Paperwork

Networking Meet: ☐ Event: ☐ # Attnd: ☐

Other Interaction: ☐

Disability Employment

☐ PR-AUI Report ☐ AUI Business List Date: ☐ AUI Employer Date: ☐ AUI Mtg date: ☐ Add-Us-In Referral ☐ ADAAA Q/A ☐ Add-Us-In Disability Info ☐ ADAAA Q/A Small Busins ☐ Add-Us-In JAN information ☐ INCLUSIVE HIRING POLICY: ☐ Agree ☐ Add-Us-In Invite ☐ AUI MENTORSHIP ☐ Info ☐ Agree ☐ AUI Policy Change ☐ Accommodation Request Form ☐ AUI INTERNSHIPS: ☐ Info ☐ Agree ☐ Tx Incentives/Accessbilty ☐ Info ☐ Agree ☐ Inclusive Assessment Tool ☐ AUI JOB SHADOW ☐ Info ☐ Agree ☐ ADAAA Fact Sheet ☐ Info ☐ Agree

Re-entry Employment Project

☐ Youth Employment Project ☐ Youth Info

Summer Youth Work Experience ☐ Summer Yth Info

Ophthalmic Tech Project ☐ OphTech Assistance

Hot Jobs Project

HotJobs ad for Sales Clerk/Cash Teach

☐ HJ Posting ☐ HJ Approves/Publish ☐ HJ Assistance

Advisory Boards

☐ Recruiting ☐ Adv Brd Member ☐ # Attending Advisory Brd Mtg: ☐ JF Large ER Meetings ☐ Recruiting ☐ JF Lg ER Member

Prof. Development Labs

☐ # Attending Prof. Dev. Labs: ☐ Project 9 pending ☐ Project 10 pending ☐ Project 11 pending ☐ Project 12 pending

Workforce Partners

☐ Chambers of Commerce ☐ Economic Dev Agencies ☐ N E D C ☐ The State Chamber ☐ Community Action Agency ☐ OCAST ☐ OK Dept of Commerce ☐ OK Dept of Health ☐ OK Dept of Human Services ☐ OK Dept of Labor ☐ OK Dept of Rehab Services ☐ OK Health Care Authority ☐ Off of Disability Concerns ☐ AARP Foundation ☐ COWIB ☐ OESC ☐ M E A's ☐ Canadian Valley Career T ☐ Downtown College ☐ Eastern OK Career Tech ☐ Francis Tuttle Career Tech ☐ Metro Tech Career Tech ☐ Moore-Norman Career T ☐ OKC Community College ☐ OSU-OKC ☐ OU - Business ☐ Redlands Community Collg ☐ Rose State University ☐ UCO ☐ B2B Referral

☐ Planning: ☐ Training by BSC:

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COWIB's Business Services team does have some on-going projects which may be outside our regular scope of services. This may include presentations that we group in our Professional Development Lab series, our HotJobs postings. Often these special projects encompass working with multiple employers to meet a project goal

Tracking: Job Candidate

1stLook Candidate

Updated: * 7/29/2015 Inactive ☒

1stLKSID: ZZZZ980 Title: Ms. Jobseekers (Current) First / Last Name: Suzy Sample

Address: 123 Anyway Pl Zip*: 73118 ☐ Currently Employed ☒ Resume

City: Oklahoma City County: Oklahoma State: OK PrimaryPhone: 123-456-7890 AlternatePhone: 012-345-6789

Email: myemail@domain.com

Bilingual / Language(s): ☐

JobFit: First / Last Name: Suzy Sample

TalentSorter: First / Last Name: TalentSorter: Username: Validity:

OKJobMatch: First / Last Name: Suzanne Sample OKJobMatch ID: OKJM Vet Status:

Work Experience Overview

#1: Industry (MOST RECENT): #2: Industry:

#1: Job Title: Education/College/University #2: Job Title: Education / Schools

Teacher Career Tech Skills Teacher

From: Reason for Leaving: From: Reason for Leaving:

To: To:

#3: Industry: Retail #4: Industry:

#3: Job Title: Sales clerk #4: Job Title:

From: Reason for Leaving: From: Reason for Leaving:

To: To:

Certifications, Licenses, etc.
License, certifications, etc.

Candidate notes:
This is a sample job candidate

Save Record

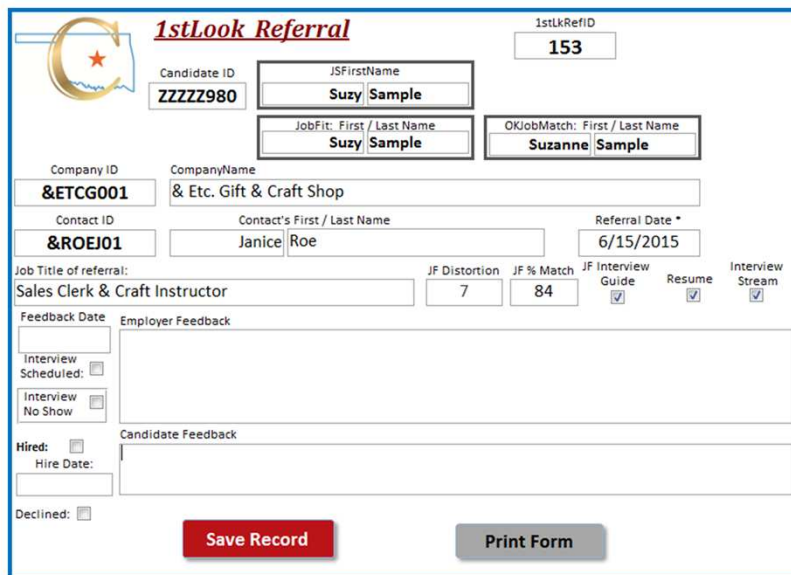
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During the **1stLook!** Process, we initially reach out to a fairly large number of jobseekers who meet the first level of search criteria. Most often, a very limited number of the jobseekers reply back. When they have responded to us, then they are not just jobseekers but have become candidates for us and that is when they are entered into our Job Candidate database because now we know they are truly looking for work.

Tracking: Employer Referral



1stLook Referral

1stLkRefID: 153

Candidate ID: ZZZZ980 JSFirstName: Suzy Sample

JobFit: First / Last Name: Suzy Sample OKJobMatch: First / Last Name: Suzanne Sample

Company ID: &ETCG001 CompanyName: & Etc. Gift & Craft Shop

Contact ID: &ROEJ01 Contact's First / Last Name: Janice Roe Referral Date *: 6/15/2015

Job Title of referral: Sales Clerk & Craft Instructor JF Distortion: 7 JF % Match: 84 JF Interview Guide: ☒ Resume: ☒ Interview Stream: ☒

Feedback Date: Employer Feedback:

Interview Scheduled: ☐ Interview No Show: ☐

Hired: ☐ Hire Date:

Declined: ☐

Candidate Feedback:

Save Record **Print Form**

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When the candidate is ready for a referral, then they are entered into the **1stLook! Referral** form. This is our tracking form for our activity but it serves a dual purpose for us. Depending on how the employer wishes to be notified of our candidates, this form can be sent to them as a .pdf. Samples of all the forms in our database are available as downloads.

Employer

- Review Candidate resume and FitFirstJobs® percentage match and Interview Guide
- View Candidate's video interview
- Contact selected candidates for full application process (application interview, references, background checks, etc.)
- Employer provides candidate feedback.

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The Employer owns this step with full responsibility.

The Employer reviews materials provided, makes their selection for interviews and proceeds through their standard hiring process.

In return for these services, the “cost” to them is the expectation that they will give us feedback on the candidates submitted.

Employer Feedback Request



COWIB Business Services *1stLook* Referrals
for: & Etc. Gift & Craft Shop
by Job Title

<i>Sent to:</i>	<i>Candidate's Name</i>	<i>Referral Date</i>	<i>Interview</i>	<i>Hired</i>	<i>Hire Date</i>	<i>No-Show</i>	<i>Feedback / Notes / Comments:</i>
			<i>Scheduled</i>				
Sales Clerk & Craft Teacher							
J. Roe	Sample, Suzy	6/15/2015	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
J. Roe	Potter, Harry	6/15/2015	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
J. Roe	Forest, Bambi	6/17/2015	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	
J. Roe	Volunteer, Gertrude	6/13/2015	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	

On the date that the employer has identified as when the hiring decision will be made or at the end of the month, the **1stLook!** Referrals form is sent to them so that they can easily give their feedback. This is especially useful when the employer requests that selected candidates just apply on line so that they will know the candidates that were referred through the Business Services **1stLook!** System.

Sending the feedback report to employers is extremely important beyond just tracking activity and service. If they can give us feedback on candidates who where not selected, especially if they have declined to make a hiring decision, we contact them to find out if there is something we need to adjust in our selection criteria.... We learn a *lot* that way sometimes!

Tracking: Employer Feedback

COWIB Business Services <i>1stLook</i> Referrals							
for: & Etc. Gift & Craft Shop							
by Job Title							
Sent to:	Candidate's Name	Referral Date	Interview Scheduled	Hired	Hire Date	No-Show	Feedback / Notes / Comments:
Sales Clerk & Craft Teacher							
J. Roe	Sample, Suzy	6/15/2015	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	OK but just not as good a fit.
J. Roe	Potter, Harry	6/15/2015	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Would have been a good teacher but not interested in the sales and it is necessary
J. Roe	Forest, Bambi	6/17/2015	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	Good sales experience and a wide range of teachable skills
J. Roe	Volunteer, Gertrude	6/13/2015	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	Set appointment but did not show up and did not call

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Central Oklahoma Workforce Investment Board's *1stLook!!*

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Any feedback that we receive from employers is entered into our database and then this report is exported and sent to the One-Stop.

This will assist them in tracking candidates, new hires, “no shows” (which may equal “no UI”) and make them aware of any additional information that we have about candidates who might be placed in other open positions they may have.

Employer Disclosure...

OK Works Conference 2016

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Employer Disclosure... especially for the employers who preferred not to use the State Workforce System is a key part of the **1stLook!** process and most especially if they have hired one of our candidate referrals.

That disclosure is: “these candidates are all from the State Workforce System... you would have missed the opportunity for a successful hire by not using their resources.”

Special Offer from COWIB

If you wish to receive a copy of COWIB's Resources database, contact a Business Services Consultant and request download information.

OK Works Conference 2016



Business Services Resource Information

New Record
Print Record

****MUST**** In "Keywords" field, press "Find" button or Ctrl+F to begin search-- change to "Any Part of field" in "Match"

Keyword(s) for searching--

**** PRESS "FIND" OR <Ctrl><F> ***** then Enter a limited number of keywords (without commas) to search for. You can enter as many keywords for a resource as you can think of that someone might use to find the resource. If it is something

☒ **Do Not Use this resource if checked!!! see Notes**

ID #	Provider (Company Name or State / Federal Agency Name)
1	Resource Provider Name

Resource Description

Description of Resource (I usually use the resource's official description)--this should be brief. To add more, please enter in the notes section.

Category
Resource Docs
Last Updated

Business
9/13/2012

Website link:

www.cowib.org

Contact's name (first last)	ResourceContactEmail	ResourceContactPhone
First Name Last Name		

Address 1	Address 2
123 street name	Suite, Building, etc

Zip Code (use 99999 for websites)	City	State	County
73104	Oklahoma City	OK	Oklahoma

ResourceNotes

To enter a line break in your notes, press <Ctrl><Enter>

This is one field that you can use formatting in (bold, underline, italics, color text, etc.).

Enter your comments, **including both positive and negative** feedback you have heard or know about this resource. **If this is a resource that should not be used, SAY SO HERE! *** AND CHECK THE DO NOT USE BOX *** OR DELETE THE RECORD COMPLETELY** (you also have the option to enter new information using the same record)

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Questions?

Central Oklahoma Workforce Investment Board
(COWIB)

Business Services Team

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